Medical Care Collection Fund (MCCF) Electronic Data Interchange (EDI) Transaction Applications Suite (TAS) ePayments Build 4 & 5

Accounts Receivable PRCA*4.5*326

Integrated Billing IB*2.0*609

Version 1.1

Deployment, Installation, Back-Out, and Rollback Guide

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Revision History

Date	Version	Description	Author
March 2018	1.0	Initial Version	Darlene White & Chris Edkins
November 2018	1.1	Updated for IOC Exit	Fred Altman

Artifact Rationale

This document describes the Deployment, Installation, Back-out, and Rollback Plan for new products going into the VA Enterprise. The plan includes information about system support, issue tracking, escalation processes, and roles and responsibilities involved in all those activities. Its purpose is to provide clients, stakeholders, and support personnel with a smooth transition to the new product or software, and should be structured appropriately, to reflect particulars of these procedures at a single or at multiple locations.

Per the Veteran-focused Integrated Process (VIP) Guide, the Deployment, Installation, Back-out, and Rollback Plan is required to be completed prior to Critical Decision Point #2 (CD #2), with the expectation that it will be updated throughout the lifecycle of the project for each build, as needed.

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1 Introduction

This document describes how to deploy and install the multi-build (which includes IB*2.0*609 and PRCA*4.5*326) as well as how to back-out the product and rollback to a previous version or data set.

1.1 Purpose

The purpose of this plan is to provide a single, common document that describes how, when, where, and to whom the multi-build build PRCA IB EPAYMENTS BUNDLE 3.0 (which includes IB*2.0*609 and PRCA*4.5*326) will be deployed and installed, as well as how the patches are to be backed out and rolled back, if necessary. The plan also identifies resources, communications plan, and rollout schedule. Specific instructions for installation, back-out, and rollback are included in this document.

1.2 Dependencies

The following patches must be installed **before** IB*2.0*609 and PRCA*4.5*326:
- IB*2.0*530
- PRCA*4.5*315
- PRCA*4.5*321

1.3 Constraints

This patch is intended for a fully patched VistA system.

2 Roles and Responsibilities

Table 1: Deployment, Installation, Back-out, and Rollback Roles and Responsibilities

ID	Team	Phase / Role	Tasks	Project Phase (See Schedule)
1	VA OI&T, VA OI&T Health Product Support& PMO (Leidos)	Deployment	Plan and schedule deployment (including orchestration with vendors)	Planning
2	Local VAMC and CPAC processes	Deployment	Determine and document the roles and responsibilities of those involved in the deployment.	Planning
3	Field Testing (Initial Operating Capability - IOC), Health Product Support Testing & VIP Release Agent Approval	Deployment	Test for operational readiness	Testing

ID	Team	Phase / Role	Tasks	Project Phase (See Schedule)
4	Health Product Support and Field Operations	Deployment	Execute deployment	Deployment
5	Individual Veterans Administration Medical Centers (VAMCs)	Installation	Plan and schedule installation	Deployment
6	VIP Release Agent	Installation	Ensure authority to operate and that certificate authority security documentation is in place	Deployment
7	N/A for this patch as we are using only the existing VistA system	Installation	Validate through facility POC to ensure that IT equipment has been accepted using asset inventory processes	N/A
8	VA's eBusiness team	Installations	Coordinate training	Deployment
9	VIP release Agent, Health Product Support & the development team	Back-out	Confirm availability of back-out instructions and back-out strategy (what are the criteria that trigger a back-out)	Deployment
10	No changes to current process – we are using the existing VistA system	Post Deployment	Hardware, Software and System Support	Warranty

3 Deployment

The deployment is planned as a national rollout.

This section provides the schedule and milestones for the deployment.

3.1 Timeline

The deployment and installation is scheduled to run for 30 days, as depicted in the master deployment schedule[1].

3.2 Site Readiness Assessment

This section discusses the locations that will receive the deployment of multi-build build PRCA IB EPAYMENTS BUNDLE 3.0 (which includes IB*2.0*609 and PRCA*4.5*326).

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[1] Project schedule (right click and select open hyperlink to access)
http://vaww.oed.portal.va.gov/pm/hape/ipt_5010/EDI_Portfolio/TAS%20Interim%20Repository/MCCF%20TAS%20Schedule.zip

3.2.1 Deployment Topology (Targeted Architecture)

This multi-build build PRCA IB EPAYMENTS BUNDLE 3.0 (which includes IB*2.0*609 and PRCA*4.5*326) is to be nationally released to all VAMCs.

3.2.2 Site Information (Locations, Deployment Recipients)

The test sites for IOC testing are:
>   FRESNO, CA
>   WHITE CITY, OR (DOM)
>   LONG BEACH, CA
>   LAS VEGAS, NV

- These sites will not be defined here until the sites have signed the Memorandum of Understanding (MOUs) and testing has completed as sometimes a site has to stop testing prior to the end of IOC.

Upon national release, all VAMCs are expected to install this patch by the compliance date.

3.2.3 Site Preparation

The following table describes preparation required by the site prior to deployment.

Table 2: Site Preparation

Site/Other	Problem/Change Needed	Features to Adapt/Modify to New Product	Actions/Steps	Owner
N/A	N/A	N/A	N/A	N/A

3.3 Resources

3.3.1 Facility Specifics

The following table lists facility-specific features required for deployment.

Table 3: Facility-Specific Features

Site	Space/Room	Features Needed	Other
N/A	N/A	N/A	N/A

3.3.2 Hardware

The following table describes hardware specifications required at each site prior to deployment.

Table 4: Hardware Specifications

Required Hardware	Model	Version	Configuration	Manufacturer	Other
Existing VistA system	N/A	N/A	N/A	N/A	N/A

Please see the Roles and Responsibilities table in Section 2 for details about who is responsible for preparing the site to meet these hardware specifications.

3.3.3 Software

The following table describes software specifications required at each site prior to deployment.

Table 5: Software Specifications

Required Software	Make	Version	Configuration	Manufacturer	Other
Fully patched Accounts Receivable package within VistA	N/A	4.5	N/A	N/A	N/A
PRCA*4.5*315	N/A	Nationally released version	N/A	N/A	N/A
PRCA*4.5*321	N/A	Nationally released version	N/A	N/A	N/A
Fully patched Integrated Billing package within VistA	N/A	2.0	N/A	N/A	N/A
IB*2.0*530	N/A	Nationally released version	N/A	N/A	N/A

Please see the Roles and Responsibilities table in Section 2 above for details about who is responsible for preparing the site to meet these software specifications.

3.3.4 Communications

The sites that are participating in field testing (IOC) will use the "Patch Tracking" message in Outlook to communicate with the ePayments eBusiness team, the developers, and product support personnel.

3.3.4.1 Deployment/Installation/Back-Out Checklist

The Release Management team will deploy the multi-build build PRCA IB EPAYMENTS BUNDLE 3.0, which is tracked in the National Patch Module (NPM) in Forum, nationally to all VAMCs. Forum automatically tracks the patches as they are installed in the different VAMC production systems. One can run a report in Forum to identify when the patch was installed in the VistA production at each site, and by whom. A report can also be run to identify which sites have not installed the patch in their VistA production system as of that moment in time.

Therefore, this information does not need to be manually tracked in the chart below.

Table 6: Deployment/Installation/Back-Out Checklist

Activity	Day	Time	Individual who completed task
Deploy	N/A	N/A	N/A
Install	N/A	N/A	N/A

4 Installation

4.1 Pre-installation and System Requirements

IB*2.0*609 and PRCA*4.5*326, patches to the existing VistA Integrated Billing 2.0 and Accounts Receivable 4.5 packages, are installable on a fully patched M(UMPS) VistA system and operate on the top of the VistA environment provided by the VistA infrastructure packages. The latter provides utilities which communicate with the underlying operating system and hardware, thereby providing Integrated Billing and Accounts Receivable independence from variations in hardware and operating system.

4.2 Platform Installation and Preparation

Refer to IB*2.0*609 and PRCA*4.5*326 documentation on the National Patch Module (NPM) on Forum for the detailed installation instructions. These instructions would include any pre-installation steps if applicable.

4.3 Download and Extract Files

Refer to IB*2.0*609 and PRCA*4.5*326 documentation on the NPM to find the location of related documentation that can be downloaded. IB*2.0*609 and PRCA*4.5*326 will be distributed via host file PRCA_IB_EPAYMENTS_BUNDLE_3_0.KID.

Sites can retrieve VistA software from download.vista.med.va.gov. This transmits the file from the first available server. Sites may also select to retrieve this file directly from a specific server.

Sites may retrieve software directly using Secure File Transfer Protocol (SFTP) from the ANONYMOUS.SOFTWARE directory at the following OI Field Offices:

Hines	fo-hines.med.va.gov
Salt Lake City	fo-slc.med.va.gov

The PRCA_IB_EPAYMENTS_BUNDLE_3_0.KID host file is located in the anonymous.software directory. Use the American Standard Code for Information Interchange (ASCII) Mode when downloading the file.

4.4 Database Creation

Multi-build build PRCA IB EPAYMENTS BUNDLE 3.0 modifies the VistA database. All changes can be found on the NPM documentation for these patches.

4.5 Installation Scripts

No installation scripts are needed for multi-build build PRCA IB EPAYMENTS BUNDLE 3.0 installation.

4.6 Cron Scripts

No Cron scripts are needed for multi-build build PRCA IB EPAYMENTS BUNDLE 3.0 installation.

4.7 Access Requirements and Skills Needed for the Installation

The following staff will need access to the host file PRCA_IB_EPAYMENTS_BUNDLE_3_0.KID containing the IB*2.0*609 and PRCA*4.5*326 patches. The software is to be installed by the site's or region's designated: VA OI&T IT OPERATIONS SERVICE, Enterprise Service Lines, VistA Applications Division[2].

4.8 Installation Procedure

Refer to IB*2.0*609 and PRCA*4.5*326 documentation on the NPM for the detailed installation instructions.

4.9 Installation Verification Procedure

Refer to IB*2.0*609 and PRCA*4.5*326 documentation on the NPM for the detailed installation instructions. These instructions would include any post installation steps if applicable.

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[2] "Enterprise service lines, VAD" for short. Formerly known as the IRM (Information Resources Management) or IT support.

4.10 System Configuration

No system configuration changes are required for this patch.

4.11 Database Tuning

No reconfiguration of the VistA database, memory allocations or other resources is necessary.

5 Back-Out Procedure

Back-Out pertains to a return to the last known good operational state of the software and appropriate platform settings.

5.1 Back-Out Strategy

A decision to back out could be made during Site Mirror Testing, during Site Production Testing, or after National Release to the field (VAMCs). The best strategy decision is dependent on the stage during which the decision is made.

5.1.1 Mirror Testing or Site Production Testing

If a decision to back out is made during Mirror Testing or Site Production Testing, a new version of the patch can be used to restore the build components to their pre-patch condition.

5.1.2 After National Release but During the Designated Support Period

If a decision to back out is made after national release and within the designated support period, a new patch will be entered into the NPM in Forum and will go through all the necessary milestone reviews, etc. as a patch for a patch. This patch could be defined as an emergency patch, and it could be used to address specific issues pertaining to the original patch or it could be used to restore the build components to their original pre-patch condition.

5.1.3 After National Release and Warranty Period

After the support period, the VistA Maintenance Program will produce the new patch, either to correct the defective components or restore the build components to their original pre-patch condition.

5.2 Back-Out Considerations

Changes implemented with multi-build PRCA IB EPAYMENTS BUNDLE 3.0 can be backed out in their entirety or on an enhancement-by-enhancement basis. Either could be accomplished via a new version of multi-build PRCA IB EPAYMENTS BUNDLE 3.0 if before national release or a new multi-build if after national release.

5.2.1 Load Testing

N/A. The back-out process would be executed at normal, rather than raised job priority, and is expected to have no significant effect on total system performance. Subsequent to the reversion, the performance demands on the system would be unchanged.

5.2.2 User Acceptance Testing

Below are the acceptance criteria for each story included in build PRCA IB EPAYMENTS BUNDLE 3.0.

1. Unique Electronic Transfer Funds (EFT) Identifiers
    Prior to this patch all detail lines belonging to an EFT were displayed using the same EFT number. Following this patch, each EFT detail line will be displayed with a unique identifier consisting of the EFT number, followed by a period and the sequence number of the EFT detail line. The following reports and worklists will show the unique EFT identifier:
    a) EFT Daily Activity Report   [RCDPE EDI LOCKBOX ACT REPORT]
    b) EFT Unmatched Aging Report   [RCDPE EFT AGING REPORT]
    c) Unapplied EFT Deposits Report   [RCDPE UNAPPLIED EFT DEP REPORT]
    d) Duplicate EFT Deposits Audit Report [RCDPE EFT AUDIT REPORT]
    e) EFT Transaction Audit Report   [RCDPE EFT TRANSACTION AUD REP]
    f) Manual Match EFT-ERA   [RCDPE MANUAL MATCH EFT-ERA]
       when looking up an EFT to manual match
    g) Mark 0-Balance EFT Matched   [RCDPE MARK 0-BAL EFT MATCHED]
       when looking up an EFT to match
    h) Remove Duplicate Deposits   [RCDPE REMOVE DUP DEPOSITS]
       when displayed for a lookup
    i) ERA Worklist   [RCDPE EDI LOCKBOX WORKLIST]
    j) Auto-Post Awaiting Resolution   [RCDPE APAR]
    k) Receipt Profile   [RCDP RECEIPT PROCESSING]
    l) Unmatch an ERA   [RCDPE UNMATCH ERA]

2. Filter by Receipt Number on Link Payment Tracking Report   [RCDPE SUSPENSE AUDIT REPORT]
    a) The Link Payment Tracking Report prompts the user for a single receipt number to include on the report.
    b) If no single receipt number is chosen, the user is prompted for a date range and selected users as per existing report functionality.
    c) The report will now be available in Excel format and the user will be prompted for this option.

3. ERA/EFT 'matched' date added to the ERA Worklist [RCDPE EDI LOCKBOX WORKLIST]

a) The header on the ERA worklist for payer name and match status will now read "PAYER NAME/MATCH STATUS & DATE".
b) The ERA Worklist will display the date an EFT or a check was matched to an ERA.
c) The Daily Activity Report [RCDPE EDI LOCKBOX ACT REPORT] will show the date an EFT or check was matched to an ERA.

4. EDI Lockbox 3rd Party Exceptions [RCDPE EXCEPTION PROCESSING]
   The Data Exceptions filter was altered so that:
   a) The filter will now show results when a user elects to include only pharmacy exceptions.
   b) The pharmacy flag allocated to a payer via the 'Identify payers' option [RCDPE PAYER IDENTIFY] will be used to determine which entries are pharmacy exceptions.

5. Updated Display Language in the Link Payment Tracking Report
   [RCDPE SUSPENSE AUDIT REPORT]
   a) An additional header line will appear on the Link Payment Tracking Report. It will contain the column headers 'REASON' and 'CLAIMS'.
   b) The Disposition Reason for receipts will be displayed in the 'REASON' column on a second row below the receipt row.
   c) Receipts with multiple split transactions will display 'Multi-Trans Split' in the 'REASON' column on a second row below the receipt row.
   d) Each transaction in a multi-transaction split receipt will be displayed on its own line in the 'CLAIMS' column below the 'Multi-Trans Split' reason.

6) Changes to the Auto-Posting logic in the Nightly AR Process [PRCA NIGHTLY PROCESS]
   a) Check type ERAs that match to EFTs will auto-post during the nightly process.
   b) Non-payment type ERAs that match to EFTs will auto-post during the nightly process.
   c) Balance of Payment (BOP) type ERAs that match to EFTs will auto-post during the nightly process.
   e) The Manual Match EFT-ERA [RCDPE EFT ERA MANUAL MATCH] on the Clerk's AR Menu will allow non-payment type ERAs to be marked for auto-post.
   f) The Manual Match Option [RCDPE MANUAL MATCH EFT-ERA] in the ERA Worklist will allow balance of payment type ERAs to be marked for auto-post.

7. Allow for Negative Distributions to 'Claim not Found in AR'
   a) The ERA Worklist Scratchpad Screen action 'Distribute Adj Amts' [protocol RCDPE EOB WORKLIST DIST ADJ] will allow PLB adjustments to be distributed to lines which have no valid claim.

8. Display the user who marked a claim for auto-posting in the ERA Worklist [RCDPE EDI LOCKBOX WORKLIST] or in the Auto-Post Awaiting Resolution option [RCDPE APAR]. The user who marked the claim for auto-posting will be displayed in the following places:
   a) List of Receipts Report   [RCDP LIST OF RECEIPTS REPORT]
   b) Receipt Processing   [RCDP RECEIPT PROCESSING]
   c) Auto-Posted Receipts Report   [RCDPE AUTO-POST RECEIPT REPORT]
   d) Third Party Joint Inquiry (TPJI)   [IBJ THIRD PARTY JOINT INQUIRY]

Within TPJI in the Transaction Profile [RCDP TRANSACTIONS LIST TRANSACTION PROFILE] and Profile of Accounts Receivable [RCDP RECEIPT PROFILE ACCOUNT PROFILE] actions.

9. Auto-Post Report [RCDPE AUTO-POST REPORT] filter and sort modifications
   a) When running this report, users will have the option of selecting payers to include either by payer name or by payer Tax Identification Number (TIN).
   b) Users will have the option to sort the report by payer name or payer TIN.
   c) The report header will reflect the new filter and sort criteria.
   d) Display of payers in the report will show NAME/TIN when the report is sorted by payer name and TIN/NAME when the report is sorted by payer TIN.

10. ERA Worklist Manual Match Action [RCDPE EFT ERA MANUAL MATCH]
    a) When running the Manual Match action in the ERA Worklist and selecting an ERA that is ALREADY matched, the error message 'ERA is already matched please select another ERA...' will only appear once.

11. ERA Worklist [RCDPE EDI LOCKBOX WORKLIST] filter modification
    a) The ERA Worklist will show an additional prompt for entries to include in the list, based on the auto-post status of the ERA.
    b) The auto-post status of a worklist entry will be indicated.
    c) The system will warn the user if they select an invalid combination of ERA Worklist filters.

12. The EDI LOCKBOX Parameters [RCDPE EDI LOCKBOX PARAMETERS] modifications
    a) The EDI LOCKBOX Parameters option was modified to send notifications when Auto-Post and/or Auto-Decrease are turned on or off.
    b) Additionally, notifications are also sent when the auto-post or auto-decrease payer exclusion list is modified or list of auto-decrease CARCs is modified in any way.
    c) The existing prompt 'ENABLE AUTO-DECREASE OF MEDICAL CLAIMS' was modified to 'ENABLE AUTO-DECREASE OF MEDICAL CLAIMS WITH PAYMENTS'.
    d) A new prompt was 'ENABLE AUTO-DECREASE OF MEDICAL CLAIMS NO PAYMENTS' to allow the site to turn auto-decrease on/off for claims with zero dollar claim lines that are reversals.
    e) A new prompt 'AUTO-DECREASE NO-PAY MEDICAL CLAIMS FOR THE FOLLOWING CARC/AMOUNTS ONLY:' was added to allow the site to specify a list of CARCs (and their maximum amounts) to be used when auto-decreasing claims with zero dollar claim lines that are reversals.
    f) A new prompt 'NUMBER OF DAYS TO WAIT BEFORE NO-PAY AUTO-DECREASE' was added to allow the site to specify when to begin auto-decreasing claim with zero dollar claim lines that are reversals.
    g) A new prompt 'MAXIMUM DOLLAR AMOUNT TO AUTO-DECREASE PER CLAIM' was added to allow the site to set a maximum per claim auto-decrease amount which is not to exceed 99,999 dollars. If the user enters a maximum dollar amount that is less than

ANY of the site defined CARCs for claims with payments OR claims with no payments, a warning message is displayed and the maximum amount for these CARCs will automatically be reduced to the per claim limit.

13. The Exclusion Name/TIN Report [RCDPE PAYER EXCLUSION NAME TIN] was renamed to be the Payer Implementation Report.

14. Third Party Joint Inquiry (TPJI) [IBJ THIRD PARTY JOINT INQUIRY] modifications
    a) The ERA/835 [IBJT ERA 835 INFORMATION] action was modified to display the claims collected percentage in the CLAIM LEVEL PAY STATUS section.
    b) The CR/TR numbers and FMS document numbers will be displayed on the Transaction Profile [RCDP TRANSACTIONS LIST TRANSACTION PROFILE] action from the Account Profile [RCDP RECEIPT PROFILE ACCOUNT PROFILE MENU] action.

15. Unmatch an ERA [RCDPE UNMATCH ERA] modification
    a) When using the Unmatch An ERA option [RCDPE UNMATCH ERA], the user was asked whether they wanted to delete the worklist entry, when it is the scratch pad entry that is being deleted.
    c) The prompt will now read: "THIS ERA ALREADY HAS A SCRATCH PAD ENTRY AND MUST BE DELETED BEFORE IT CAN BE UNMATCHED. DO YOU WANT TO DELETE THE SCRATCH PAD ENTRY FOR THIS ERA NOW?"

16. Changes to the Auto-Decrease logic in the Nightly AR Process [PRCA NIGHTLY PROCESS]
    a) If the new site parameter 'ENABLE AUTO-DECREASE OF MEDICAL CLAIMS NO PAYMENTS' is set to 'YES', claims with zero dollar claim lines that are that match site parameter settings are auto-decreased.
    b) The maximum auto-decrease amount for a claim now cannot exceed the maximum amount per claim entered in the new site parameter prompt.

17. ERA WORKLIST [RCDPE EDI LOCKBOX WORKLIST] Verify action modification
    a) The Verify action [RCDPE EOB WORKLIST VERIFY] on the ERA Worklist Scratchpad was modified to allow the printing of a new report of verify discrepancies for ERAs that were auto-posted.

18. Modifications to Unmatched ERAs>30 days, Paper Matched/Not Posted ERA> 30 days, and the EFT Matched/Not Posted ERA>30 days bulletins
    a) The above bulletins generated by the Nightly AR Process [PRCA NIGHTLY PROCESS] were modified to include trace numbers.

19. ERA WORKLIST [RCDPE EDI LOCKBOX WORKLIST] Administrative Cost Adjustment action modification
    a) The Admin Cost Adj [RCDPE EOB WORKLIST ADMIN COST ADJ] action on the Research action for the ERA Worklist was modified to adjust the balance AND be recognized on payments in the Auto-Post Awaiting Resolution (APAR) Worklist, the same way it currently works on payments that are not on the APAR worklist.

20. Standardization of EDI Lockbox Report and Worklist filters
   a) A new 'Medical, Pharmacy, Tricare or All' (M/P/T) filter was added to EDI Lockbox reports.
   b) The new filter above uses the Medical, Pharmacy, Tricare settings from the Identify Payers [RCDPE PAYER IDENTIFY] option to do the appropriate filtering.
   c) If a report or worklist already had a filter that was similar to the new M/P/T filter it was replaced by the new M/T/P filter. In addition, if the report had a Payer Name/TIN filter, the M/P/T filter will be asked prior to the Payer Name/TIN filter and the Payer Name/TIN filter will not display any Payer Names/TINs that don't match the M/P/T filter selection.
   d) Any 'CHAMPVA' existing on reports were removed.
   e) The following reports and worklists were modified
      1) Active Bills With EEOB   [RCDPE ACTIVE WITH EEOB REPORT]
      2) Auto-Post Awaiting Resolution   [RCDPE APAR]
      3) Auto-Decrease Adjustment report [RCDPE AUTO-DECREASE REPORT]
      4) Auto-Posted Receipt Report   [RCDPE AUTO-POST RECEIPT REPORT]
      5) Auto-Post Report   [RCDPE AUTO-POST REPORT]
      6) 835 CARC Data Report   [RCDPE CARC CODE PAYER REPORT]
      7) EFT Daily Activity Report   [RCDPE EDI LOCKBOX ACT REPORT]
      8) EEOB Move/Copy/Remove Audit Report   [RCDPE EEOB MOVE/COPY/RMOVE RPT]
      9) EFT Unmatched Aging Report   [RCDPE EFT AGING REPORT]
      10) Duplicate EFT Deposits Audit Report   [RCDPE EFT AUDIT REPORT]
      11) EFT/ERA TRENDING Report   [RCDPE EFT-ERA TRENDING REPORT]
      12) ERA Unmatched Aging Report   [RCDPE ERA AGING REPORT]
      13) ERA Status Change Audit Report [RCDPE ERA STATUS CHNG AUD REP]
      14) ERAs Posted with Paper EOB Audit Report
         [RCDPE ERA W/PAPER EOB REPORT]
      15) EDI Lockbox 3rd Party Exceptions [RCDPE EXCEPTION PROCESSING]
      16) Payer Implementation Report   [RCDPE PAYER EXCLUSION NAME TIN]
      17) Provider Level Adjustments (PLB) Report
         [RCDPE PROVIDER LVL ADJ REPORT]
      18) Remove ERA from Active Worklist Audit Report [RCDPE PROVIDER LVL ADJ REPORT]
      19) Unapplied EFT Deposits Report [RCDPE UNAPPLIED EFT DEP REPORT]
   f) When prompting for the M/P/T filter in any of the above reports,
      or in the ERA Worklist, a warning message will be given if the user
      selects pharmacy or Tricare and there are no payers flagged
      as that type in the identify payers option.
   g) The AR Nightly process was changed to detect if new Payer
      Name/TINs are detecting in incoming EFTs. If found, these Payers
      will be added to the exclusion file (#344.6) and can then be
      flagged in the Identify Payers [RCDPE PAYER IDENTIFY] OPTION.

21. ERA WORKLIST [RCDPE EDI LOCKBOX WORKLIST] modification
   a) Security key RCDPEAR was added to the Admin Cost Adj [RCDPE EOB WORKLIST

ADMIN COST ADJ] action and the action was moved from the Research [RCDPE EOB WORKLIST RESEARCH MENU] protocol menu to the first page of protocol actions on ERA Worklist.

22. Duplicate EFT Deposits Audit Report [RCDPE EFT AUDIT REPORT] modification.
    a) The date range filter was modified such that all the duplicate EFT Deposits for the selected range are displayed (inclusively). Prior to this modification, any duplicate EFT Deposits found on the last day of the date range were not displayed.

23. Auto-Audit processing in the Nightly AR Process [[PRCA NIGHTLY PROCESS]] modification
    a) ERAs with a rate type of 'FEE REIMB INS' are now included in the Auto-Auditing process.

24. Decrease Adjustment [PRCAC TR DECREASE] modification
    a) A warning will now display if the user attempts to enter a decrease adjustment for an ERA that has pending payments.

5.3 Back-Out Criteria

The project is canceled or the requested changes implemented by multi-build build PRCA IB EPAYMENTS BUNDLE 3.0 are no longer desired by VA OI&T and the ePayments eBusiness team, or the patch produces catastrophic problems.

5.4 Back-Out Risks

Since the ePayments software is tightly integrated with external systems, any attempt at a back-out should include close consultation with the external trading partners such as the Financial Services Center (FSC), the Health Care Clearing House (HCCH), the VA 3rd Party Lockbox bank, and the Financial Management System (FMS) to determine risk.

5.5 Authority for Back-Out

Any back-out decision should be a joint decision of the Business Owner (or their representative) and the Program Manager with input from the Health Product Support (HPS) Application Coordinator, developers (both project and Tier 3 HPS), and if appropriate, external trading partners such as the VA Financial Service Center (FSC), the Health Care Clearing House (HCCH), VA 3rd Party Lockbox bank, and the FMS to determine the appropriate course of action. ePayments is tightly integrated with these external partners and a back-out of the patch should not be a standalone decision.

5.6 Back-Out Procedure

The back-out plan for VistA applications is complex and not a "one size fits all" solution. The general strategy for a VistA rollback is to repair the code with a follow-up patch. The development team recommends that sites log a ticket if it is a nationally released patch. If not,

the site should contact the Enterprise Program Management Office (EPMO) team directly for specific solutions to their unique problems.

Back-Out Procedure prior to National Release. If it is prior to national release, the site will be already working directly with the development team daily and should contact that team. The development team members will have been identified in the Initial Operating Capability (IOC) Memorandum of Understanding (MOU). As discussed in section 5.2, it is likely that development team can quickly address via a new software version. If the site is unsure who to contact they may log a ticket of contact Health Product Support - Management Systems Team

The Multi-build build PRCA IB EPAYMENTS BUNDLE 3.0 contains the following build components.
- Data Dictionary Changes
- Options
- Routines
- Templates
- Protocols
- Modifications to the following files:
    - AR BATCH PAYMENT File [#344]
    - EDI THIRD PARTY EFT DETAIL [#344.31]
    - ELECTRONIC REMITTANCE ADVICE [#344.4 and sub-file 344.41]
    - RCDPE PARAMETER File [#344.61]
    - RCDPE CARC-RARC AUTO DEC File [#344.62]
    - RCDPE SUSPENSE AUDIT Sub-file [344.711]

While the VistA installation procedure of the KIDS build allows the installer to back up the modified routines using the 'Backup a Transport Global' action, due to the complexity of this patch, it is not recommended for back-out, and a restore from a backup of the Transport Global should not be attempted. In the event that a site decides to back out this patch, the site should contact the Enterprise Service Desk (ESD) to submit a help desk ticket. The development team will need to issue a follow-on patch in order to comprehensively back-out this patch and/or to clean up corrupted data/remove data dictionary changes, if needed and restore the system to a functioning state.

Please contact the EPMO development team for assistance since this installed patch contains components in addition to routines.

5.7 Back-out Verification Procedure

Successful back-out is confirmed by verification that the back-out patch was successfully implemented. This includes successful installation and testing that the back-out acted as expected, as defined together with the team the site contacted in section 5.5.

6 Rollback Procedure

Rollback pertains to data. IB*2.0*609 and Patch PRCA*4.5*326 do impact the data in the Integrated Billing and Accounts Receivable packages. Therefore, to roll back the patches one

will need to install new patches to roll back the database changes and restore the system back to its prior state. In the case where a rollback is needed, refer to the Back-Out procedures detailed elsewhere within this document.

6.1 Rollback Considerations

Not applicable.

6.2 Rollback Criteria

Not applicable.

6.3 Rollback Risks

Not applicable.

6.4 Authority for Rollback

Not applicable.

6.5 Rollback Procedure

Not applicable.

6.6 Rollback Verification Procedure

Not applicable.

Template Revision History

Date	Version	Description	Author
March 2016	2.2	Changed the title from Installation, Back-Out, and Rollback Guide to Deployment and Installation Guide, with the understanding that Back-Out and Rollback belong with Installation.	VIP Team
February 2016	2.1	Changed title from Installation, Back-Out, and Rollback Plan to Installation, Back-Out, and Rollback Guide as recommended by OI&T Documentation Standards Committee	OI&T Documentation Standards Committee
December 2015	2.0	The OI&T Documentation Standards Committee merged the existing *"Installation, Back-Out, Rollback Plan"* template with the content requirements in the OI&T End-user Documentation Standards for a more comprehensive Installation Plan.	OI&T Documentation Standards Committee
February 2015	1.0	Initial Draft	Lifecycle and Release Management